

Position Description
IS Enterprise Technical Services Specialist
Linux Server Administrator

Position Summary

The Division of Enterprise Technology provides statewide information technology services utilizing a combination of both State-owned equipment and vendor-provided services. The division ensures the effective and efficient use of information technologies in support of Wisconsin government services and programs. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, private partners, schools, universities, libraries, and citizens.

Under the general review of the Section Chief/Unit Supervisor, this position is responsible for the planning, installation, administration and support of technical resources for the enterprise server infrastructure. Enterprise server infrastructure includes server hardware, operating system, system management software, data backup, system software, database management software, applications, and application development infrastructure. This position infrastructure consulting and support for multiple agency customers across the enterprise.

This position provides customer service and consulting support on a broad array of services, and participates in projects from genesis through implementation and completion. The incumbent will frequently work on projects that require a strong understanding of customer service, good communication skills and the ability to work within a team approach. The position also involves implementing and using many new technologies. The ability to function with an enterprise perspective and to work with technical staff, DET management, and other entities' staff on technical design and business issues is critical.

This position is accountable for the quality of service provided to state agencies and other partners.

Goals and Worker Activities

- 35% A. Provide technical support for enterprise server-based infrastructure systems, including server hardware, software, and services.**
- A1. Install, test and implement enterprise server hardware, storage, operating systems, and other systems and application software. Operating systems include Microsoft Windows, Linux, plus virtualization system software such as VMWare virtualization.
 - A2. Maintain installed enterprise server hardware, operating system software, virtualization system software, and systems software packages on an ongoing basis to remain at recommended release level and to resolve problems in order to maintain system stability. This would include implementing recommended patch levels and recommended security patches.
 - A3. Use intermediate-level knowledge of enterprise server hardware and software problem determination techniques to troubleshoot problems. Use available

documentation and work with vendors or agency staff as needed for problem resolution.

- A4. Maintain and communicate implementation schedules for the application of corrective software maintenance, to resolve known problems and maintain overall server stability.
- A5. Develop, establish and document procedures for the proper use and support of enterprise server hardware and software.
- A6. Provide oversight and direction to vendors providing server hardware and software management and other infrastructure services to ensure procedures are being followed and program goals are achieved.
- A7. Work with Security to develop and implement sound security practices and policies that balance the need for security and accessibility of server systems.
- A8. Monitor server, storage, and application utilization data and make recommendations to better utilize resources for optimal performance and cost-effectiveness.
- A9. Maintain records of tuning changes made and their affect on total resource utilization.
- A10. Maintain metrics to measure and evaluate shared IT infrastructure systems and usage.
- A11. Participate in the development, establishment and documentation of disaster recovery procedures.
- A12. Participate in Disaster Recovery documentation creation, modification, and testing

35% B. Provide server-based shared infrastructure consulting support.

- B1. Meet with agency customers to review and understand their requirements as they relate to the enterprise shared IT infrastructure systems.
- B2. Evaluate agency needs and make recommendations regarding planned projects requiring enterprise shared IT infrastructure systems, to enable customers to make the best use of the shared infrastructure to meet their program needs.
- B3. Provide technical analysis and advice to agency customers to allow them to successfully plan for changes to enterprise shared IT infrastructure system configurations.
- B4. Analyze agency service requests and develop detailed technical designs, as needed and within standards, to meet their objectives.
- B5. Participate in statewide or enterprise task forces or committees working on shared, enterprise IT infrastructure related issues.
- B6. Meet with agency customers to understand their disaster recovery requirements and make recommendations to the DR recovery strategies.

15% C. Participate in complex IT projects to implement and maintain enterprise and agency specific server infrastructure and systems.

- C1. Understand and follow divisional project management policies, procedures, and practices.
- C2. Understand and follow enterprise information portfolio management policies, procedures, and practices.
- C3. Coordinate project support tasks through other division or agency staff as assigned.
- C4. Participate on project teams under the direction of a project manager as assigned.

10% D. Demonstrate strong customer service, team, communication, and interpersonal skills.

- D1. Communicate and respond to customer inquiries, incidents, and requests daily to ensure high levels of customer satisfaction.
- D2. Develop project goals, plans and solutions that are in line with team, department, and customer initiatives.
- D3. Provide strategic and tactical assistance to transform teams in the development of performance metrics.
- D4. Develop and maintain internal and external professional relationships that meet the organization's core values and proactively establish and maintain effective working team relationships with all customer and support areas.
- D5. Maintain constant lines of written and oral communication with team members, management, and customers and keep apprised of status, milestones, and completion dates.

5% D. Continually update technical skills and participate in the Employee Development Program and other duties.

- E1. Maintain familiarity with activities and trends in the field of infrastructure hardware and software and other related technologies.
- E2. Attend appropriate training courses, conferences and seminars.
- E3. Read technical publications to maintain a high level of technical knowledge concerning data processing hardware and software with particular emphasis on shared infrastructure technology.
- E4. Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.
- E5. Perform other assigned tasks not specifically enumerated.

Knowledges, Skills, and Abilities

- 1. Ability to deliver quality service and maintain positive working relationships with customers.

2. Ability to function as a team member, including the open sharing of information, willingness to help out wherever needed, and an understanding that team and the organization's objectives supersede personal agendas.
3. Ability to communicate clearly and effectively to both technical peers and less technical customers in person and via written media such as email, reports, and project charters.
4. Knowledge of and ability to apply IT service-delivery management best practices and procedures.
5. Understanding of project management concepts and tools.
6. Resourceful in identifying and obtaining information sources needed to perform duties effectively.
7. Ability to learn quickly; synthesize complex information, identify key points and communicate results accurately and effectively.
8. Knowledge that IT exists not for its own sake but for the business value it brings.
9. Knowledge of and ability to perform technology and product research, testing, installation, customization, troubleshooting and support.
10. Knowledge of server hardware and software infrastructure including installation, administration, and troubleshooting experience.
11. Knowledge of remote server administration which included installation, administration and troubleshooting experience.
12. Knowledge of server systems such as blade centers, SANs, storage devices, and server operating systems such as Windows, Unix, and Linux.
13. Knowledge TCP/IP, DNS, DHCP, WINS and other common network protocols.
14. Knowledge of server systems software such as data warehousing, document management, workflow management, imaging, and GIS.
15. Knowledge of server management concepts and software such as different monitoring tools.
16. Knowledge of open source systems software alternatives to purchased software.
17. Knowledge of different virtualization products such as VMWare including installation, administration, and troubleshooting experience.
18. Ability to provide advanced-level server infrastructure consulting to customers.

19. Understand and follow published IT management policies and best practices in such areas as Service Delivery and Service Support.